

Technical Service Bulletin

00 SD Creator: How to setup and use the SD Creator for obtaining vehicle software updates via the MirrorServer

00 17 96 2047812/2 June 20, 2017. Supersedes Technical Service Bulletin Group 00 number 17-93 dated June 7, 2017 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q3	2015 - 2016	All	MIB2
A3, A4, A5, Q5, TT	2016 - 2020	All	MIB2
A6, A7, A8, Q7, R8	2012 - 2020	All	MIB2

Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised <i>Service</i> (Added QR code)
1	06/07/2017	Initial publication

The purpose of this bulletin is to explain the SD creator program: how to set the program up and use it.

Technical Background

Since the introduction of the MIB2 system, some of the software is available to download via the SD creator program (Figure 1). The Service section explains the process of setting up and using the SD creator program. If the program cannot be installed due to IT restrictions, then the SD Cards containing the software updates will be available for purchase via the Parts department.

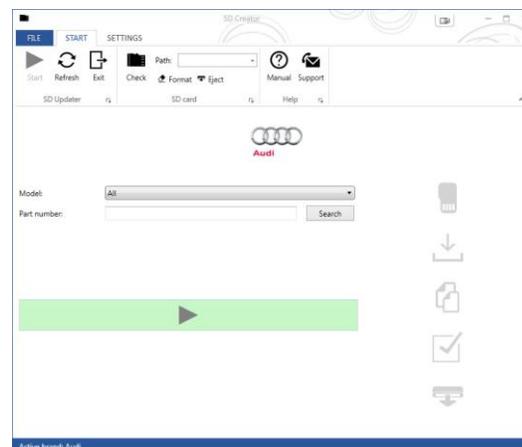
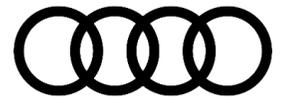


Figure 1. SD Creator.



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Production Solution

Not applicable.

Service

Required equipment:

- ODIS Tester (Program can only run on ODIS Tester off the VWGoA Corporate network)
- Valid MirrorServer Certificate installed on ODIS Tester (Certificate must not be expired)
- Blank SD card, with enough capacity, to download the software update files
- Part number of the software update. This can be found in the TSB or within ETKA.

Time to setup program for the first time on the ODIS machine:

- Approximately 5 minutes

Please see the following video: <https://audi-external.kzoplatform.com:443/swf/player/341> (Figure 2).



Figure 2. QR Code for Supporting Video.

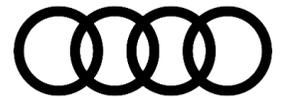
Time to download software onto SD card:

- The time varies based on the type of internet connection, but typical download time is around 1hr with a 3MB/s stable download connection. Keep in mind your times can vary greatly based on the time of day due to heavy usage periods for the Internet Service Provider.

How to select the correct SD Card:

The first step is to obtain a blank SD card with enough space required for the software update. Typical SD card sizes are listed below, but always reference the original TSB which suggests the software update. When the download process is started, the SD creator program will format and wipe all data from the SD card. Please make sure to backup any important data which is already installed on the SD card before starting the download process. It is important to note the download process cannot be started without an SD Card installed in the ODIS machine.

- MIB1 High: 2-4GB



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- MIB2 High Scale: 2-4GB
- MIB2 High Nav: 4-8GB
- RMC: 2-4GB
- FPK: 1-2GB

Installing the SD Creator (IT Administrator help may be required):

- Using an ODIS tester, open a web browser and navigate to <https://mirrorserver2.vwvhub.com/dav/BTAC/Trade-Retail/Tools/SD-Creator/>
- If prompted for a security certificate then select the MirrorServer certificate for the machine.
- Within this folder you will find the “SD Creator” install program labeled **“setup_V1.0.exe”**. Click on this file and save it to the desktop or other folder on the machine. If you are unable to download this file then please contact your IT administrator.
- Once the file has successfully downloaded, install the program onto the ODIS tester by double clicking the file labeled “setup_V1.0.exe”. If IT policies restrict the installation of programs on the ODIS tester then please ask the IT administrator to perform the install.
- The AUDI AG created installation instructions and user manual are located in the same directory and is labeled **“2017_03_21_Benutzerhandbuch_SD_Creator_V_1.0_EN_.pdf”**.

Once the program is installed it will place an icon labeled “SD Creator” on the desktop:

- Open the application by double clicking the icon.
- When prompted, select the drive letter for the SD card (Figure 3 – item 1).
- Enter the support email address, “SDCreatorSupport@audi.com” (Figure 3 – item 2).
- Select the MirrorServer certificate by selecting “Select certificate...” (Figure 3 – item 3).
- Enter the MirrorServer address (Figure 3 – item 4) by using **“mirrorserver2.vwvhub.com”** (without quotes). Once set, the user can later verify this setting in the server section listed under the “settings” tab.
- Select “Audi” in the “Brand” drop down menu after item 4.
- Uncheck the box for “Show this dialog on every launch” and select “Next”.

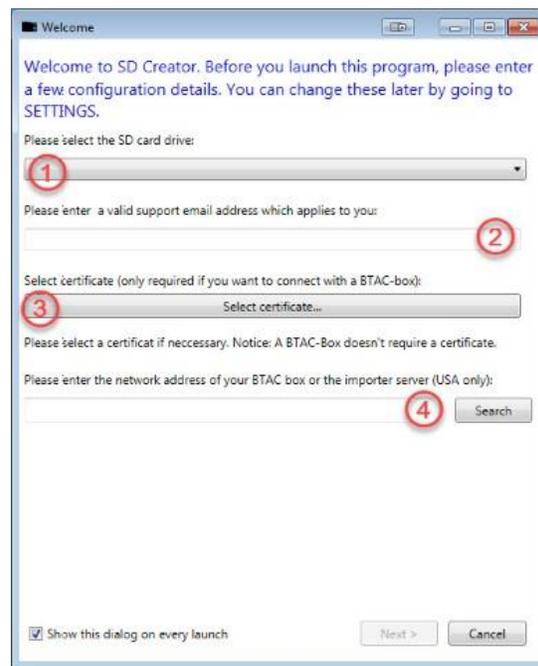
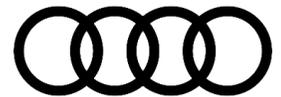


Figure 3. Initial Setup Screen.



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Note:

When the “Support” button is pressed (Figure 4), an email will automatically be generated along with any error logs (also automatically attached). In the email, type a brief description of the error experienced and then send the email. The email will be sent to the support team at AoA.



Figure 4. Support button.

Using the SD Creator to download the software update files

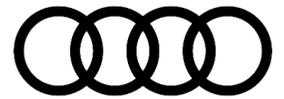
- You will need the SD card part number listed in the *Required Parts and Tools* section of the original software update TSB or by searching ETKA.
- Enter this part number into the “Part number” field with NO SPACES. The program will automatically find the software files on the MirrorServer if entered correctly.
- For instance, if the SD card part number is 4M0 906 961 AE, then enter “4M0906961AE” into the part number field. The program will automatically divide the part number and insert periods.
- Reference pages 15-18 of the user manual if you have any troubles with using the program.
- **“2017_03_21_Benutzerhandbuch_SD_Creator_V_1.0_EN_.pdf”.**



Tip: Typical setup time to download the data and have a working SD card is about 1-2hrs depending on network speed. ****Because of this, prepare the SD card long before starting the repair****

Steps used by SD creator once the download is started:

1. When you select the “Play/Start” button, the program will first format the SD card
2. Next the program will start the download of software files from the MirrorServer and save them on the local hard drive. Each file is broken up into approximately 100MB chunks and the program will check the files one-by-one to ensure they are not corrupted. If the internet connection is interrupted during the download, then any of the files can become corrupted. If this happens the entire process will need to be started over, beginning with the part number entry.
3. Once all the files are downloaded, they will be unpacked to the hard drive and extracted to the SD card.
4. The files are encrypted, thus you cannot manually unpack the files. The SD creator program must perform the unpacking.
5. The SD creator will attempt to eject the SD card. Sometimes this fails. If this happens then manually eject the card from the ODIS machine.
6. From this point the SD card is okay to use in the MMI.



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Warranty

This TSB is informational only and not applicable to any Audi Warranty.

Additional Information

All parts and service references provided in this TSB (2047812) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.

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